

**TOWN OF VIENNA, VIRGINIA
JOB DESCRIPTION**

**JOB TITLE: DISPATCHER II
COMMUNICATION DIVISION
POLICE DEPARTMENT**

GENERAL STATEMENT OF JOB

Under general supervision, performs a variety of telecommunication work in receiving and interpreting information through telecommunications equipment and verbally dispatches the information received to aid in expediting the protection of the general welfare and safety of the public. Work involves expeditiously communicating information to responding police officers to aid in assisting and protecting citizens seeking help as well as the protection of the general welfare and safety of the public since officer safety is paramount; processing and dispatching officers when receiving information via telephones and walk-in citizens to the lobby by using a radio communication system, multiple computer systems, and cellular telephones; communicating and/or interacting often with other law enforcement and social service agencies and Town of Vienna employees; forwards telephones to Communications for all after hours Department of Public Works and Traffic Safety Signal issues; handling resources that are available to aid hearing impaired callers and with language translation. Reports to the Sergeant.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Dispatcher II's perform a variety of telecommunication work according to assigned work and/or supervisor. Duties may include the following:

Oversees the routine operation of the Communication and Records Section.

Instructs, leads, guides, and trains new or less experienced dispatchers and Police Officers in handling emergency and non-emergency calls for the department; handles complex situations and problems.

Monitors radio responsible for listening to all radio transmissions; responds to any traffic directed to dispatch.

Answers telephones according to level of importance; determines if callers are located within the Town of Vienna's jurisdiction; refers to correct agency if needed; obtains information from the caller; dispatches information received from caller to area unit on the radio; dispatches back-up units if necessary.

Responds to Officer's requests.

Enters, updates, and adds call data into CAD system.

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Verifies that Officers are safe once they are on location at the scene.

Prepares and responds to VCIN/NCIC Teletype messages.

Assigns Teletype messages sequential numbers; records sequential numbers into VCIN/NCIC journal.

Assists citizens at front counter or at lobby telephone after hours.

Monitors security cameras.

Advises supervisor of any call outs; provides update regarding staffing.

Enters sick leave calls into "sick leave journal".

Calls out duty officer for after hour emergencies.

Enters daily shift line up into the computer.

Processes driver transcripts for Officer's court use.

Monitors fax machine for incoming faxes; distributes or files faxes to employees.

Monitors emergency management network computer.

Notifies military of interaction with any personnel; notifies Public Information Officer and Deputy Chief of incidents such as homicide, suicide, felonious assault, rape, abduction, other sexual offense, serious injury, assault with firearms, etc.

Maintains help/telephone number information binder.

Assists Animal Control Officer in returning lost animals to owners.

Sorts paperwork submitted by Officers; distributes the paperwork to the appropriate departments.

Receives requests for copies of accident reports from Officers and citizens; receives requests from citizens for confirmation reports on investigative cases.

Provides Officers or citizens with copies of citations when requested.

Processes and disseminates criminal history requests.

Maintains criminal history release forms for the mandatory time frame; purges in accordance with policy.

Records all arrests on arrest cards and in the computer's record system.

Records all court dispositions on arrest cards and in the computer after the cases have gone to court.

Provides statistical data as needed on various reports.

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Obtains court dockets; provides copies to each officer.

Issues residential parking permits and visitor parking permits.

Maintains all warrants obtained and sent by the Department by logging warrants, completing all necessary forms and paperwork for each warrant, entering each warrant into the in-house computer system, and sending the warrant to be served.

Monitors all warrants housed at the Department to ensure Officers are aware of the active paperwork that needs to be served; tracks all warrants the Department send to other agencies for services to ensure the Department is notified as soon as service is made.

Enters all wanted felons into the NCIC/VCIN computer system within seventy-two hours as required by law; works with the Commonwealth Attorney's Office in determining extradition authorization for felons that have active warrants who located in other states.

Updates all files to note when a warrant has been served, withdrawn, or is no longer active; ensures all served or recalled paperwork is submitted to court for their processing; purges all warrants in accordance with law once they have expired; clears the paperwork from files; turns over to the Commonwealth Attorney's Office for disposal in court; notifies victims when the warrants they have obtained have been served.

Maintains all NCIC/VCIN files such as wanted/missing people, stolen vehicles/license plates, stolen articles, administrative license suspensions, protective orders, stolen guns, stolen boats, etc.; reviews every VCIN operator's entries for accuracy.

Reviews Teletype entry and criminal history logs to ensure proper tracking of all NCIC/VCIN transactions.

Instructs and trains all personnel to certify as NCIC/VCIN operators; maintains all NCIC/VCIN training files; provides re-certification classes as necessary; reports all certifications and re-certification classes to Virginia State Police.

Updates all manuals when revisions are received from State Police; ensures the department is adhering to all NCIC/VCIN procedures and regulations as required by law; reviews procedures and regulations with the VCIN operators to reinforce their familiarity with them.

Conducts monthly validations of active entries in the NCIC/VCIN system; sends a validation confirmation to the State Police; handles the State Police audit of all the active entries.

Maintains all NCIC/VCIN files for the required amount of time before purging; ensures all paperwork obtained through the system is destroyed as required once it has served its purpose.

Receives and/or reviews various records and reports such as calls for service, information provided by other agencies and jurisdictions, incoming NCIC/VCIN teletypes, warrants, arrests and dispositions, expungement orders, etc.

Prepares and/or processes various records and reports such as lookouts for crimes, validation of active wants/warrants, dissemination of Police records, various training courses, case reports, citations, criminal history checks, driver transcripts, interdepartmental memorandums, timesheets, NCIC/VCIN teletypes, etc.

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Refers to Virginia Code, VCIN/NCIC manuals, Department of Criminal Justice Services, general orders, CAD case reports, Dispatch help book, language line instructors, telephone number list, computer screen, etc.

Operates a variety of equipment such as copier, fax machine, telephone, radio, security cameras, child safety seat, CPR mannequins, AED's, microfiche machine, computer, etc.

Uses a variety of tools such as knives, scissors, hemostats, locking clips, screwdrivers, writing instruments, intercom, door system, maps, etc.; a variety of supplies such as bleach, first aid supplies, files, duct tape, journals, ink cartridges, general office supplies, etc.; and a variety of computer software such as VCIN/NCIC, Vesta telephone system, Mobil Tech, Cisco, VIN Assist, G-Link, Criss-Cross Plus, Turchetta, etc.

Interacts and communicates with various groups and individuals such as the Sergeant, Lieutenant, co-workers, other Police agencies, Town employees in other departments, other Instructors, vendors, and the general public.

ADDITIONAL JOB FUNCTIONS

Notarizes documents as needed for Police employees or citizens.

Attends in-service training and required Town meetings.

Covers shifts as needed due to illness, leave of other employees, or Town events.

Accepts donations of cell phones.

Assists citizens with relinquishing weapons and ammunition.

Monitors exchanges of juveniles between estranged parents.

Assists with accepting donations.

Accepts and enters "house check" forms for citizens who will be out of town.

Performs general administrative/office duties as required, including typing reports and correspondence, entering and retrieving computer data, copying and filing documents, sending and receiving faxes, answering the telephone, establishing and maintaining filing systems, etc.

Performs other related duties as required.

MINIMUM TRAINING AND EXPERIENCE

Requires a high school diploma or GED equivalent, supplemented by four to five years of telecommunications experience; or an equivalent combination of education, training, and experience that provides the required knowledge, skills, and abilities. Must have successfully completed required courses and certification; may be required to possess additional certification(s) as deemed necessary by the Town.

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MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of machines and equipment including telephone, copier, NCIC computer, facsimile machine, radio, etc. Must be able to exert up to twenty pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Physical demands are not in excess of those for sedentary work.

Data Conception: Requires the ability to compare and/or judge the readily observable functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of data, people or things.

Interpersonal Communications: Requires the ability of speaking and/or signaling people to convey or exchange information. Includes giving assignments and/or directions to subordinates and receiving assignments and/or directions from supervisors.

Language Ability: Requires the ability to read a variety of policy and procedure manuals, computer manuals, maps, etc. Requires the ability to enter data into computer and prepare records, reports, correspondence, etc., with proper format, punctuation, spelling and grammar, using all parts of speech. Must be able to speak with poise, voice control and confidence and to articulate information to others.

Intelligence: Requires the ability to apply principles of rational systems to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; to interpret a variety of instructions furnished in oral, written, diagrammatic or schedule form. Requires the ability to use influence systems in staff leadership; to make independent judgments in the absence of supervisor; to acquire knowledge of topics related to primary occupation. Must have the ability to comprehend and interpret received information and the ability to comprehend and implement basic office machinery functions.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow and give oral and written instructions, to teach employees. Must be able to communicate effectively and efficiently with persons of varying educational and cultural backgrounds, and in using law enforcement and emergency medical terminology.

Numerical Aptitude: Requires the ability to add and subtract totals, to multiply and divide, to utilize mathematical formulas, to determine percentages and decimals and to determine time. Must be able to use practical applications of fractions, percentages, ratio and proportion.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width, and shape, and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes using office machinery; to operate motor vehicles.

Manual Dexterity: Requires the ability to handle a variety of items, keyboards, office equipment, control knobs, buttons, switches, catches, firearms, etc. Must have significant levels of eye/hand/foot coordination.

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Color Discrimination and Visual Acuity: Requires the ability to differentiate colors and shades of color; requires the visual acuity to determine depth perception, peripheral vision, inspection for small parts; preparing and analyzing written or computer data, etc.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress when confronted with emergency, unusual or dangerous situations. The worker may be subject to danger or risk to a slight degree, or to tension as a regular, consistent part of the job.

Physical Communications: Requires the ability to talk and/or hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

PERFORMANCE INDICATORS

Knowledge of Job: Has thorough knowledge of the methods, policies, and procedures of the Communication Division of the Police Department as they pertain to the performance of duties of the Dispatcher II. Has thorough knowledge of the laws, ordinances, standards, and regulations pertaining to the specific duties and responsibilities of the position. Has thorough knowledge of the organization of the Town and of related departments and agencies. Is able to comprehend, interpret, and apply regulations, procedures, and related information. Is able to provide effective leadership, and training to co-workers. Is able to provide efficient, effective, and professional service to officers and the public. Has considerable knowledge of the methods and procedures of police/emergency medical communications, including E-911, and radio communications. Has considerable knowledge of and skill in the use of communications equipment. Has knowledge of departmental rules and regulations regarding the use of radio equipment and of maintaining contact with officers and various agencies. Has knowledge of the layout of Town roads and of the locations of various neighborhoods; is able to read, interpret, and understand Town maps. Is able to communicate via radio and telephone in a clear and concise manner. Is able to communicate effectively with members of the public and deal with the public in a professional manner. Is able to obtain accurate information when dealing with callers who are upset, afraid, injured, etc. Is able to transmit accurate information. Is able to give accurate direction over the telephone and radio, providing the shortest route possible to emergency scenes. Has knowledge of modern office practices and equipment. Has knowledge of modern office practices and techniques; has knowledge of and skill in the use of computers for data and word processing and records management. Has knowledge of proper English usage, vocabulary, punctuation, and spelling. Has knowledge of basic mathematics. Is able to type accurately at a rate sufficient for the successful performance of assigned duties. Has knowledge of how to operate and maintain a variety of office equipment as necessary in the performance of daily activities. Is skilled in applying a responsible attention to detail as necessary in preparing reports and correspondence. Has knowledge of principles and practices of record keeping. Is able to read and interpret various materials pertaining to the responsibilities of the job. Is able to take the initiative to complete the duties of the position without the need of direct supervision. Is able to use independent judgment in performing routine and non-routine tasks. Is able to plan, organize, and prioritize daily assignments and work activities. Is able to offer assistance to fellow employees as necessary. Is able to learn and utilize new skills and information to improve job performance and efficiency. Has knowledge of the occupational hazards and safety precautions of the trade. Is capable of working under stressful conditions as required. Has knowledge of how to react calmly and quickly in emergency situations.

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Quality of Work: Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interacts with all Town departments and divisions, co-workers and the general public.

Quantity of Work: Maintains effective and efficient output of all duties and responsibilities as described under "Specific Duties and Responsibilities".

Dependability: Assumes responsibility for doing assigned work and for meeting deadlines. Completes assigned work on or before deadlines in accordance with directives, Town policy, standards and prescribed procedures. Accepts accountability for meeting assigned responsibilities in the technical, human and conceptual areas.

Attendance: Attends work regularly and adheres to Town policies and procedures regarding absences and tardiness. Provides adequate notice to higher management with respect to vacation time and time-off requests.

Initiative and Enthusiasm: Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be done and initiates proper and acceptable direction for the completion of work with a minimum of supervision and instruction.

Judgment: Exercises analytical judgment in areas of responsibility. Identifies problems or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to problems or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice and researches problems, situations and alternatives before exercising judgment.

Cooperation: Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with Town policy or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation between all staff persons and departments within the Town.

Relationships with Others: Shares knowledge with managers, supervisors and co-workers for mutual benefit. Contributes to maintaining high morale among all employees. Develops and maintains cooperative and courteous relationships inter- and intra-departmentally, and with external entities with whom the position interacts. Tactfully and effectively handles requests, suggestions and complaints in order to establish and maintain good will. Emphasizes the importance of maintaining a positive image.

Coordination of Work: Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of elements of work and establishes a personal schedule accordingly. Attends meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules. Maintains a calendar for meetings, deadlines and events.

Safety and Housekeeping: Adheres to all safety and housekeeping standards established by the Town and various regulatory agencies. Sees that the standards are not violated. Maintains a clean and orderly workplace.

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DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.